Upgrading from Call Center Reporting to Reporting for Contact Center

BCM
Contact Center

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NORTEL

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Revision History

October 2006

1. Corrected embedded link to http://www.nortel.com/erc in the How to get Help section.

How to Use this Guide 1

Introduction

This guide is designed to lead you through the process of upgrading from Nortel Networks Call Center Reporting 2.5/3.0/3.5 to Nortel Reporting for Contact Center.

How this guide is organized

The *Upgrading from Call Center Reporting to Reporting for Contact Center* guide is organized as follows:

How to Use this Guide	This chapter provides a brief overview identifying the organization of this guide. It also provides information on getting help from Nortel.
Introduction	This chapter gives a background to the upgrade process and what it involved. The chapter describes some differences between the previous architecture products and the updated architecture. The chapter also answers some questions you may have about the upgrade process.
Installation	This chapter describes how to install Nortel Reporting for Contact Center.
Configuration	This chapter describes how to configure Nortel Reporting for Contact Center.
Verification	This chapter describes how to verify that Nortel Reporting for Contact Center is communicating correctly with the Contact Center.
References	This chapter lists documents referenced in the body of this guide.
Index	Provides a cross-reference of topics in this document.

How to get Help

This section explains how to get help for Nortel products and services.

Getting Help from the Nortel Web site

The best source of support for Nortel products is the Nortel Support Web site:
http://www.nortel.com/support

This site enables customers to:

- Download software and related tools
- Download technical documents, release notes, and product bulletins
- Sign up for automatic notification of new software and documentation
- Search the Support Web site and Nortel Knowledge Base
- Open and manage technical support cases

Getting Help over the phone from a Nortel Solutions Center

If you have a Nortel support contract and cannot find the information you require on the Nortel Support Web site, you can get help over the phone from a Nortel Solutions Center.
In North America, call 1-800-4NORTEL (1-800-466-7835).
Outside North America, go to the following Web site and look up the phone number that applies to your region:
http://www.nortel.com/callus

When you speak to the phone agent, you can reference an Express Routing Code (ERC) to route your call more quickly to the appropriate support specialist. To locate the ERC for your product or service, go to:
http://www.nortel.com/erc

Getting Help through a Nortel distributor or reseller

If you purchased a service contract for your Nortel product from a distributor or authorized reseller, you can contact the technical support staff for that distributor or reseller.

Introduction 2

Upgraded Product Architecture

Nortel Reporting for Contact Center has undergone several major changes from Nortel Networks Reporting for Call Center and previous versions of Nortel Networks Call Center Reporting 2.5/3.0/3.5. The following sections list some main differences between the upgraded architecture and the previous versions.

For a full description of the upgraded features of Nortel Reporting for Contact Center, refer to the *Reporting for Contact Center Setup and Operations Guide* (NN40040-302).

Upgraded Browser-Based Interface

Nortel Reporting for Contact Center is a reporting tool for the Contact Center. It has a browser-based interface, visually similar to the CallPilot Manager. As with the CallPilot interface, it is accessed from an Internet Explorer browser session.

Upgraded Web Host PC software

Nortel Reporting for Contact Center has a single software installation on one Personal Computer (PC). This PC is the Web Host PC, which functions similarly to the Master PC in the former Nortel Networks Call Center Reporting 2.5/3.0/3.5 streams.

The Web Host PC stores the historical statistical databases. It is connected to the Contact Center to obtain the historical statistical information and Real Time screen information.

The wallboards are also driven from the Web Host PC.

Upgrade! No Multiple Client software to install

In the Nortel Networks Reporting for Call Center streams, the customer had to install ‘Multiple Client’ software onto other PCs to view the Real Time screens or Reports.

With Nortel Reporting for Contact Center, the users of those other PCs use Internet Explorer to browse back to the Web Host PC to access the Real Time screens and Reports.

No Client software is now required for the other PCs.

Upgrade! No Upload of Call Center Configuration

In the Nortel Networks Call Center Reporting streams, the customer had to upload the Call Center configuration to view the Agent, Line, and Skillset names in the Reports and Real Time screens. If the Call Center configuration was modified, the Configuration Upload step had to be performed again.

Nortel Reporting for Contact Center automatically obtains the information it needs for the Real Time screens and Reports from the Contact Center, and it does not need to store a copy of the Contact Center configuration.

No Upload Configuration step is required in the configuration and maintenance of the Nortel Reporting for Contact Center software.

Can the old Master PC be used as the Web Host PC?

If the PC hardware and operating system meet the minimum specifications, then the answer is Yes. See the section Can the upgraded software co-reside with the old software?.

Do I have to remove the old Nortel Networks Call Center Reporting 2.5, 3.0, or 3.5 software?

No, but you can if it is no longer needed. See the following section, Can the upgraded software co-reside with the old software?.

Can the upgraded software co-reside with the old software?

None of the Nortel Networks Call Center Reporting 2.5/3.0/3.5 software is required for the operation of the upgraded Nortel Reporting for Contact Center software.

However, the customer may choose to retain the Nortel Networks Call Center Reporting 2.5/3.0/3.5 software to allow them to review the historical reports that are stored on their old system.

Leaving the Nortel Networks Call Center Reporting 2.5/3.0/3.5 Master or Multiple Client software on the PC that will be used as the Web Host PC does not affect the operation of Nortel Reporting for Contact Center.

The two different applications can co-reside on the same PC with no interaction.

Installing Nortel Reporting for Contact Center on a PC on which Nortel Networks Call Center Reporting 2.5/3.0/3.5 is already installed does not affect the operations of either application.

Note: If the Nortel Networks Call Center Reporting 2.5/3.0/3.5 software is configured to power any IP wallboards that Nortel Reporting for Contact Center is going to power, remember to remove them from the Nortel Networks Call Center Reporting 2.5/3.0/3.5 configurations. Otherwise, both sets of software try to power the wallboards, which results in the wallboard display alternating between the two sets of data from the two different applications.

Note: The specification of the hardware used as the Master PC for the Nortel Networks Call Center Reporting 2.5/3.0/3.5 software might not be sufficient to support the Nortel Reporting for Contact Center software. See the following section, Recommended Minimum PC .

The minimum recommended requirements for the PC designated as the Nortel Reporting for Contact Center Web Host PC for BCM 4.0 and for BCM50 2.0 without the Contact Center Reporting Server (CCRS) installed on the Web Host PC are as follows:

Recommended Minimum PC Specification for BCM 4.0 and BCM50 2.0

Computer Platform Family
IBM™ Compatible PC

Microprocessor
Intel® Pentium™ IV (or equivalent) minimum

Microprocessor Speed
1.7 GHz minimum

Memory
512 MB minimum

Networking Components
Network Interface Card
TCP/IP protocol

Other Requirements
SVGA display
Mouse (or other Windows® compatible Pointing Device)
Microsoft Internet Explorer version 5 or higher
Nortel Reporting for Contact Center has been verified with Microsoft Internet Information Services 4, 5 and 6

Operating Systems
Microsoft Windows NT 4 Service Pack 6a
Microsoft Windows 2000 Service Pack 2
Microsoft Windows XP Professional
Microsoft Windows 2003 Server Standard Edition

Web Server
Microsoft Internet Information Services 4 or later.
Nortel Reporting for Contact Center is supported on a single PC only and is not intended to run on Cluster Servers like those supported by Windows 2003 Enterprise.

Hard Disk Space Required
For installation of application on Web Server: 109 MB
Storage space required for Historical Data: 4 GB minimum

Note that the database will grow through time and, if the diagnostic logging option is turned on, the log files will require extra disk space.

Operating System Compatibility

Nortel Reporting for Contact Center has been verified for correct operation on the following Operating Systems:

Operating System	Version
Windows NT	4.00.1381
Windows 2000	5.00.2195
Windows XP Professional (including SP 2)	Version 2002
Windows 2003 Server	Standard Edition

The minimum recommended requirements for the PC designated as the Nortel Reporting for Contact Center Web Host PC for BCM50 2.0 with the Contact Center Reporting Server (CCRS) installed on the Web Host PC are as follows:

Recommended Minimum PC Specification for BCM50 2.0 with CCRS Installed

IBM™ Compatible PC

Microprocessor
Intel® Pentium™ IV (or equivalent) minimum

Microprocessor Speed
2.0 GHz minimum

Memory
512 MB minimum

Network Interface Card
TCP/IP protocol
SVGA display
Mouse (or other Windows®-compatible pointing device)
Microsoft Internet Explorer version 5 or higher

Operating System
Microsoft Windows 2000 Professional SP4
Microsoft Windows XP Professional SP2

Web Server
Nortel Reporting for Contact Center has been verified with Microsoft Internet Information Services 4, 5, and 6.

Nortel Reporting for Contact Center is supported on a single PC only and is not intended to run on Cluster Servers like those supported by Windows 2003 Enterprise.

Hard Disk Space Required
For the CCRS application on Web Server: 1 GB minimum
For installation of application on Web Server: 109 MB
Storage space required for Historical Data: 4 GB minimum

Note that the database will grow through time and, if the diagnostic logging option is turned on, the log files will require extra disk space.

Operating System Compatibility

Nortel Reporting for Contact Center is verified for correct operation on the following operating systems:

Operating System	Version
Windows 2000	Professional
Windows XP Professional	2002

The minimum recommended requirements for a PC that is not the Web Host PC for BCM50 2.0 with the CCRS installed are as follows:

Recommended Minimum PC Specification for BCM50 2.0 on a PC with only CCRS Installed

IBM™ Compatible PC

Microprocessor
Intel® Pentium™ IV (or equivalent) minimum

Microprocessor Speed
1.5 GHz minimum

Memory
256 MB minimum

Network Interface Card
TCP/IP protocol
SVGA display
Mouse (or other Windows®-compatible pointing device)
Microsoft Internet Explorer version 5 or higher

Operating System
Microsoft Windows 2000 Professional SP4
Microsoft Windows XP Professional SP2

Web Server
Nortel Reporting for Contact Center has been verified with Microsoft Internet Information Services 4, 5, and 6.

Nortel Reporting for Contact Center is supported on a single PC only and is not intended to run on Cluster Servers like those supported by Windows 2003 Enterprise.

Hard Disk Space Required
For the CCRS application: 1 GB minimum

Operating System Compatibility

Nortel Reporting for Contact Center is verified for correct operation on the following operating systems:

Operating System	Version
Windows 2000	Professional
Windows XP Professional	2002

Installation 3

Introduction

This chapter describes the installation prerequisites and how to install the Nortel Reporting for Contact Center software on the Windows Personal Computer (PC) that will be used as the Web Host PC. The Web Host PC is the PC that connects to the Nortel Contact Center. The Web Host PC also stores the Contact Center statistical database and the Nortel Reporting for Contact Center user interface, which is configured as a Web site.

Other network users can use Internet Explorer to browse to the Nortel Reporting for Contact Center Web site on the Web Host PC to access the software features and obtain Real Time displays and Reports.

Installation prerequisites

Before you install Nortel Reporting for Contact Center software, you must:

- Be familiar with the Contact Center and the Windows ™ operating system that your Web Host PC uses.
- Ensure that the Contact Center is installed and configured.
- Ensure that the Contact Center platform is connected to, and is operational on, the network to which the Nortel Reporting for Contact Center Web Host PC is connected.
- Ensure that Microsoft Internet Information Services is installed and operational on the Web Host PC.

!	Ensure that your Web Host PC Internet Information Services installation is as secure as possible. Generally, this involves loading security patches and/or service packs for Internet Information Services and for the operating system of the Web Host PC. These patches and service packs are available free of charge through Microsoft. Contact your network Administrator for further advice.

Now you are ready to install the Nortel Reporting for Contact Center software from the Contact Center platform.

!	You must have Administrator's rights for the installation to be successful. If you do not have Administrator's rights for the PC on which you wish to install Nortel Reporting for Contact Center, the installation stops and you are requested to log out and log back in with Administrator's rights.

Installing Nortel Reporting for Contact Center software

By default, Nortel Reporting for Contact Center software creates a folder called **\Program Files\Nortel\Nortel Reporting for Contact Center** on the installation drive of the Web Host PC. This folder contains the application files Nortel Reporting for Contact Center uses. It also contains the Nortel Reporting for Contact Center configuration and statistical database.

Note: Before Nortel Reporting for Contact Center will operate correctly, you must enable the Contact Center Reporting Software Keycode. For Software Keycode information, refer to the *Keycode Installation Guide* (NN40010-301).

TCP/IP Protocol

The Contact Center platform and Nortel Reporting for Contact Center use the industry standard TCP/IP protocol to link the Contact Center and the Nortel Reporting for Contact Center Web Host PC. Therefore, the Windows Network component is required for the Nortel Reporting for Contact Center Web Host PC.

The Nortel Reporting for Contact Center installation process does not install the Windows Network component. For instructions on installing the Windows Networking component, refer to your network or Windows documentation.

Checking whether the Windows Networking Component is Installed

To verify that the Windows Network component is installed on the PC that will operate as a Web Host PC, perform the following steps:

Note: If your company has a network administrator, check with your administrator before changing any network configuration parameters.

1. Start the Windows system on the PC on which you will install the Nortel Reporting for Contact Center application.

2. On the Windows taskbar, click **Start** > **Settings,** and then click **Control Panel**. The Control Panel window appears.

   If you are using the Windows 2000 operating system, double-click **Networking and Dial-up Connections**. The Networking and Dial-up Connections window appears.

   If you are using the Windows XP operating system, click **Start** > **Connect to,** and then click **Show All Connections**. The Networking Connections window appears.

3. Double-click the **Network** icon. The Network window appears with the **Configuration** tab displayed.

If you are using the Windows 2000 or Windows XP operating system, right-click the **Local Area Connection** icon and then click **Properties**.

4. Check that TCP/IP appears on the list of installed network components. If TCP/IP is not on the list, click **Add** to install this protocol using the Windows installation instructions, or refer to your network administrator.

Installing Nortel Reporting for Contact Center

Follow the steps in this section to install Nortel Reporting for Contact Center.

1. Exit any Windows programs that are open.

2. Start your Internet Browser (such as Internet Explorer or Netscape), and use it to connect to the Business Communications Manager. In the browser **Address Bar**, enter the IP Address of the Business Communications Manager, in the following format: https://10.10.10.1/

   Remember to substitute the IP Address of *your* Business Communications Manager for the 10.10.10.1 shown in the format example.

   Enter the username **nnadmin** and password in the BCM Login window. Consult your network administrator for the password, as this would have been changed from the default password of **PlsChgMe!** on first installation of Nortel Element Manager. The Welcome to BCM page appears.

3. Click **Administrator Applications**.
   The Administrator Applications page appears.

4. From the Contact Center Applications list, click **Nortel Reporting for Contact Center**.
   Information about the Nortel Reporting for Contact Center application appears. See Figure 1: Download the Reporting for Contact Center Software.

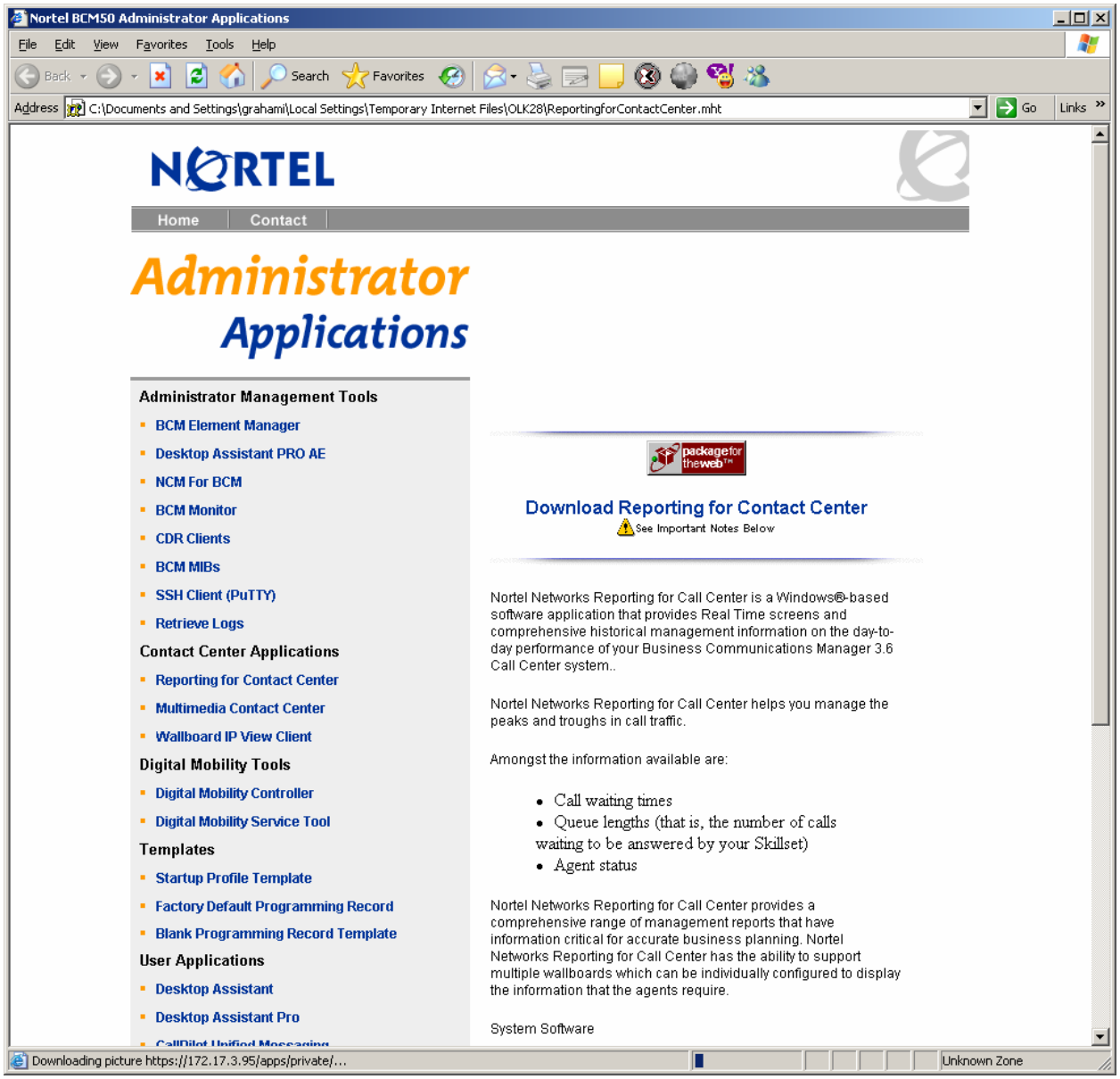
Nortel BCM50 Administrator Applications
File Edit View Favorites Tools Help
Address C:\Documents and Settings\grahami\Local Settings\Temporary Internet Files\OLK28\ReportingforContactCenter.mht
NORTEL
Home
Contact
Administrator Applications
Administrator Management Tools
BCM Element Manager
Desktop Assistant PRO AE
NCM For BCM
BCM Monitor
CDR Clients
BCM MIBs
SSH Client (PuTTY)
Retrieve Logs
Contact Center Applications
Reporting for Contact Center
Multimedia Contact Center
Wallboard IP View Client
Digital Mobility Tools
Digital Mobility Controller
Digital Mobility Service Tool
Templates
Startup Profile Template
Factory Default Programming Record
Blank Programming Record Template
User Applications
Desktop Assistant
Desktop Assistant Pro
Download Reporting for Contact Center
See Important Notes Below
Nortel Networks Reporting for Call Center is a Windows®-based software application that provides Real Time screens and comprehensive historical management information on the day-to-day performance of your Business Communications Manager 3.6 Call Center system..
Nortel Networks Reporting for Call Center helps you manage the peaks and troughs in call traffic.
Amongst the information available are:
Call waiting times
Queue lengths (that is, the number of calls waiting to be answered by your Skillset)
Agent status
Nortel Networks Reporting for Call Center provides a comprehensive range of management reports that have information critical for accurate business planning. Nortel Networks Reporting for Call Center has the ability to support multiple wallboards which can be individually configured to display the information that the agents require.
System Software
Downloading picture https://172.17.3.95/apps/private/...
Unknown Zone

Figure 1: Download the Reporting for Contact Center Software

5. Click **Download Reporting for Contact Center** on the right side of the window. The **File Download** dialog box appears.

6. Select either **Run** to run this program from its current location, or **Save** to save this program to disk.

If you select **Save,** the Reporting for Contact Center executable file is downloaded to your PC, go to the location where you downloaded the file. Double-click the file to run it.

7. The Install Wizard shown in Figure 2: InstallShield Initialization Dialog Box appears. The wizard extracts the installation files required to install the Nortel Reporting for Contact

Center files on the Web Host PC. Wait until the files are extracted. To cancel the extraction process, click **Cancel**.

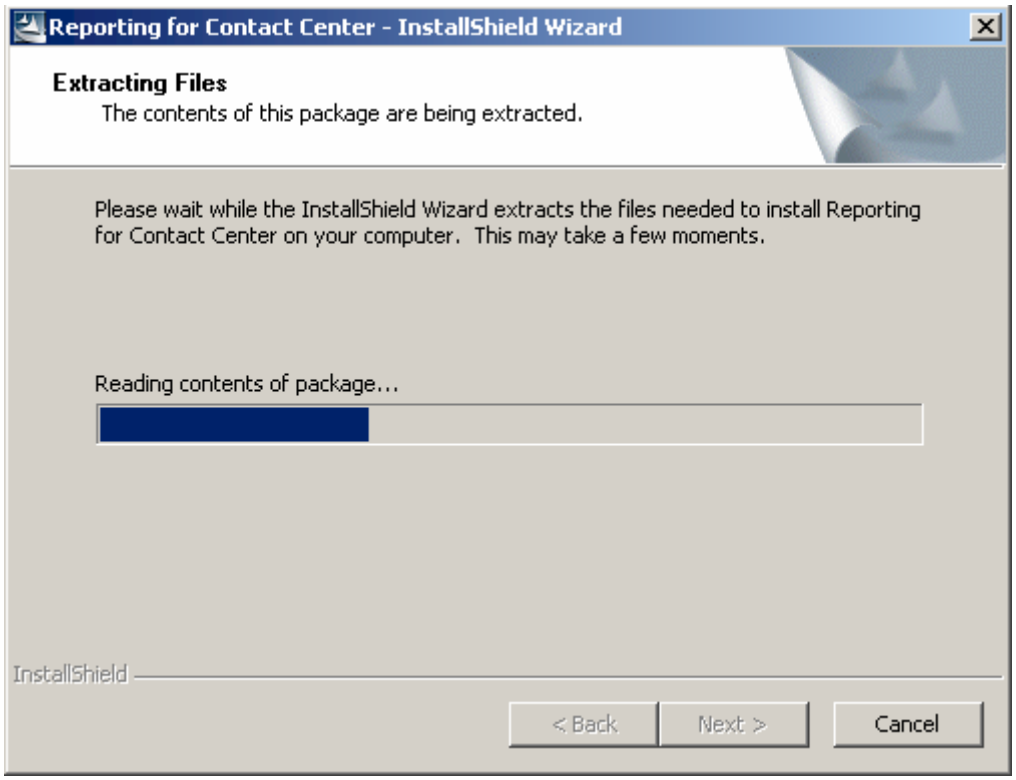
Reporting for Contact Center - InstallShield Wizard
Extracting Files
The contents of this package are being extracted.
Please wait while the InstallShield Wizard extracts the files needed to install Reporting for Contact Center on your computer. This may take a few moments.
Reading contents of package...
InstallShield
< Back
Next >
Cancel

Figure 2: InstallShield Initialization Dialog Box

8. Once the files are extracted click the **Next** button.

9. The **Choose Setup Language** dialog box will be displayed, as shown in Figure 3: Language Selection Dialog, which allows you to select the default language for your installation of Nortel Reporting for Contact Center.

Figure 3: Language Selection Dialog

Note: Each User of Nortel Reporting for Contact Center is assigned a language. You can have different languages in use by various Users at the same time.

This dialog box allows you to define the default language for the Login page and for the default Administrator. Click on the down arrow to the right of the dropdown box, see Figure 3: Language Selection Dialog, to display a list of languages. The languages to choose from are Danish, Dutch (Netherlands), English (United Kingdom), English (United States), French (Canada), French (France), German (Germany), Italian (Italy), Norwegian (Bokmal), Portuguese (Brazil), Spanish (Traditional Sort), and Swedish.

When you have selected your language, click **OK**. To stop the installation, click **Cancel**.

6. The Setup prepares the InstallShield Wizard, which is required to install the Nortel Reporting for Contact Center files on the Web Host PC. See Figure 4: InstallShield Windows Installer Configuration Dialog Box. Wait for the preparation process to complete. To cancel the preparation process, click **Cancel**.

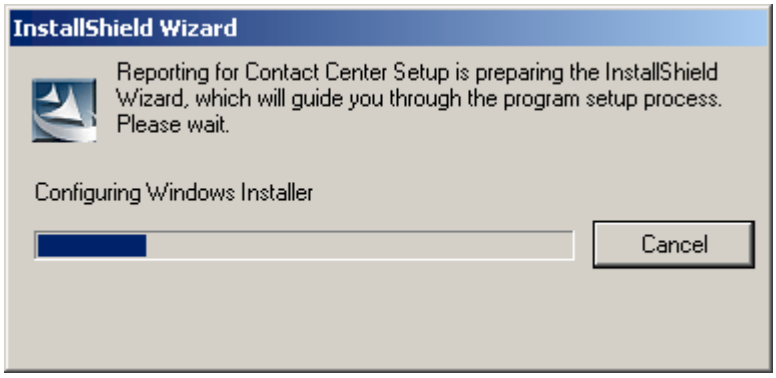
InstallShield Wizard
Reporting for Contact Center Setup is preparing the InstallShield Wizard, which will guide you through the program setup process. Please wait.
Configuring Windows Installer
Cancel

Figure 4: InstallShield Windows Installer Configuration Dialog Box

7. The **Welcome** dialog box appears. See Figure 5: InstallShield Wizard Start Dialog Box. To cancel the installation procedure, click **Cancel**. To proceed, click **Next**.

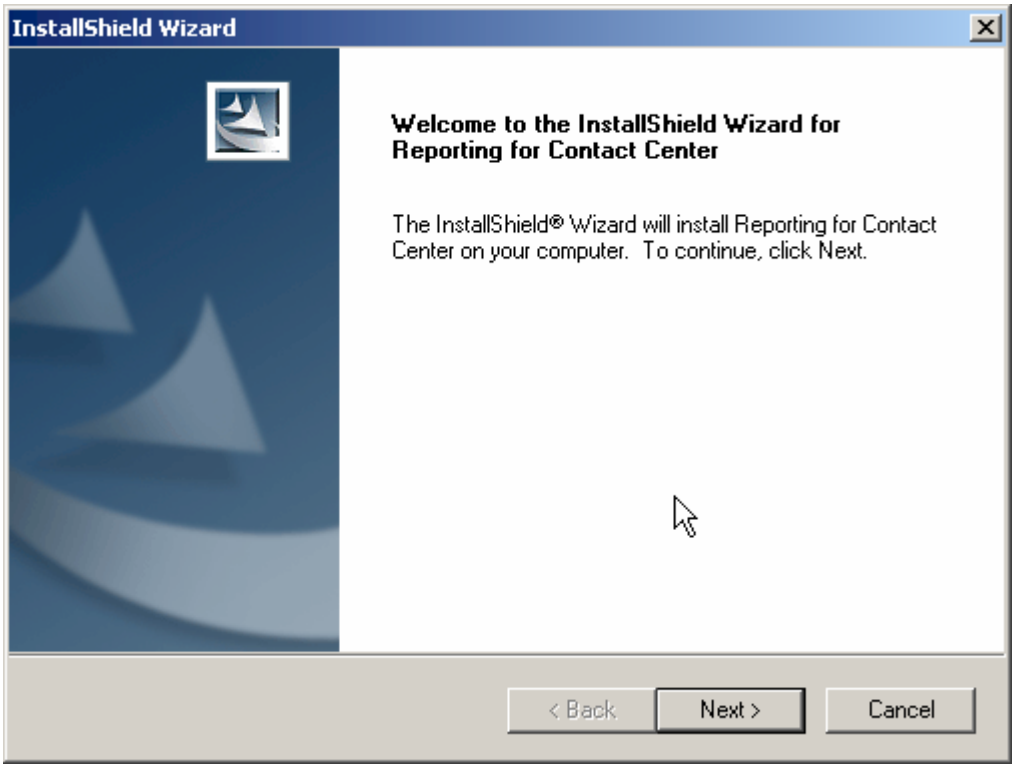
InstallShield Wizard
Welcome to the InstallShield Wizard for Reporting for Contact Center
The InstallShield® Wizard will install Reporting for Contact Center on your computer. To continue, click Next.
< Back
Next >
Cancel

Figure 5: InstallShield Wizard Start Dialog Box

8. The **License Agreement** dialog box appears. See Figure 6: License Agreement Dialog Box. To proceed with the installation, click **Yes**. To cancel the installation, click **No**. To return to the **Welcome** dialog box, click **Back**.

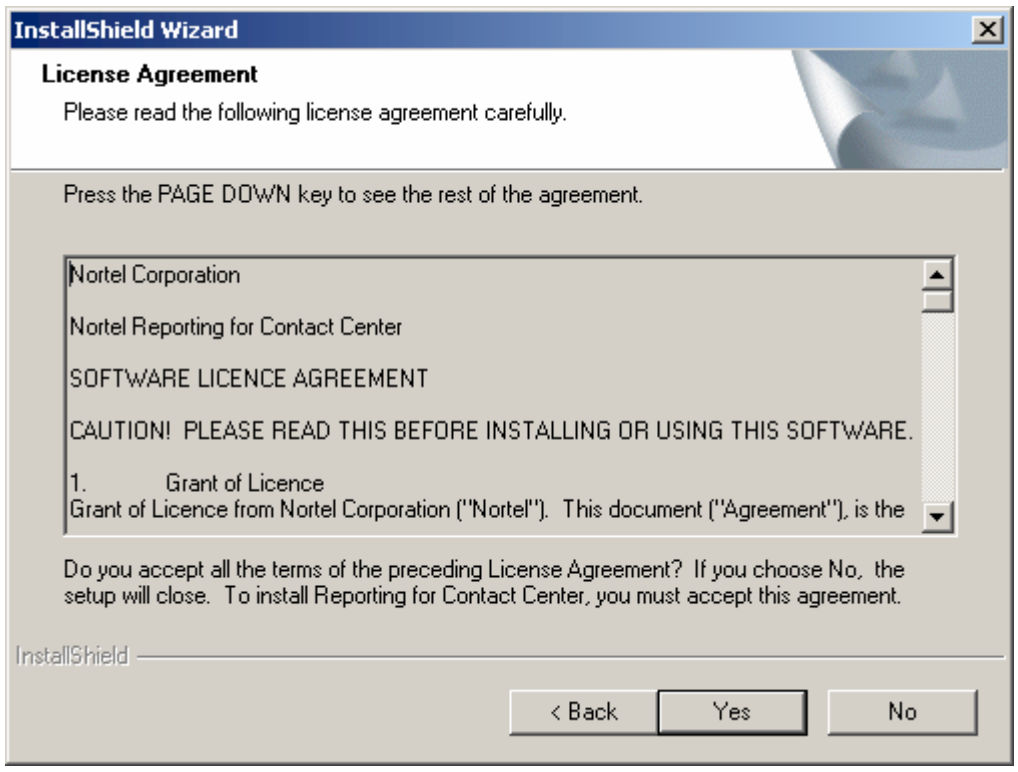
InstallShield Wizard
License Agreement
Please read the following license agreement carefully.
Press the PAGE DOWN key to see the rest of the agreement.
Nortel Corporation
Nortel Reporting for Contact Center
SOFTWARE LICENCE AGREEMENT
CAUTION! PLEASE READ THIS BEFORE INSTALLING OR USING THIS SOFTWARE.
1. Grant of Licence
Grant of Licence from Nortel Corporation ("Nortel"). This document ("Agreement"), is the
Do you accept all the terms of the preceding License Agreement? If you choose No, the setup will close. To install Reporting for Contact Center, you must accept this agreement.
InstallShield
< Back
Yes
No

Figure 6: License Agreement Dialog Box

9. If you clicked **Yes** in the License Agreement dialog box, the **Customer Information** dialog appears. See Figure 7: Customer Information Dialog Box. Enter your user name in the **User Name** field. Enter the company name in the **Company Name** field. Click **Next**.

Note: The **Next** button is dimmed until you enter information in both required fields.

To cancel the installation, click the **Cancel** button. To return to the **License Agreement** dialog box, click **Back**.

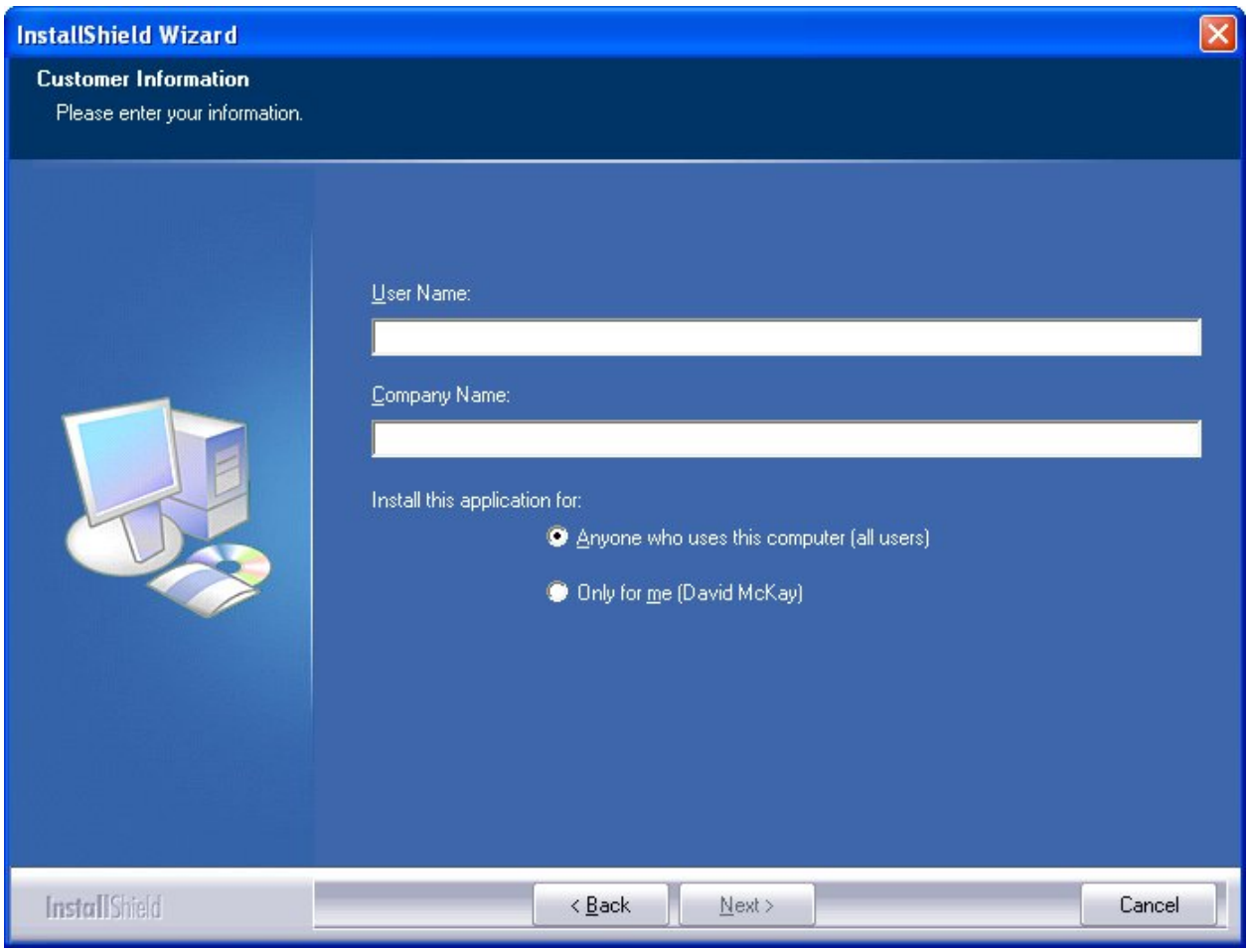

Figure 7: Customer Information Dialog Box

10. If you clicked the **Next** button in the Customer Information dialog box, the Choose Destination Location dialog box appears. See Figure 8: Choose Destination Location. If you do not wish to install Nortel Reporting for Contact Center on the default drive (C:), click **Browse** and choose a new destination. Nortel recommends that you use the default location.

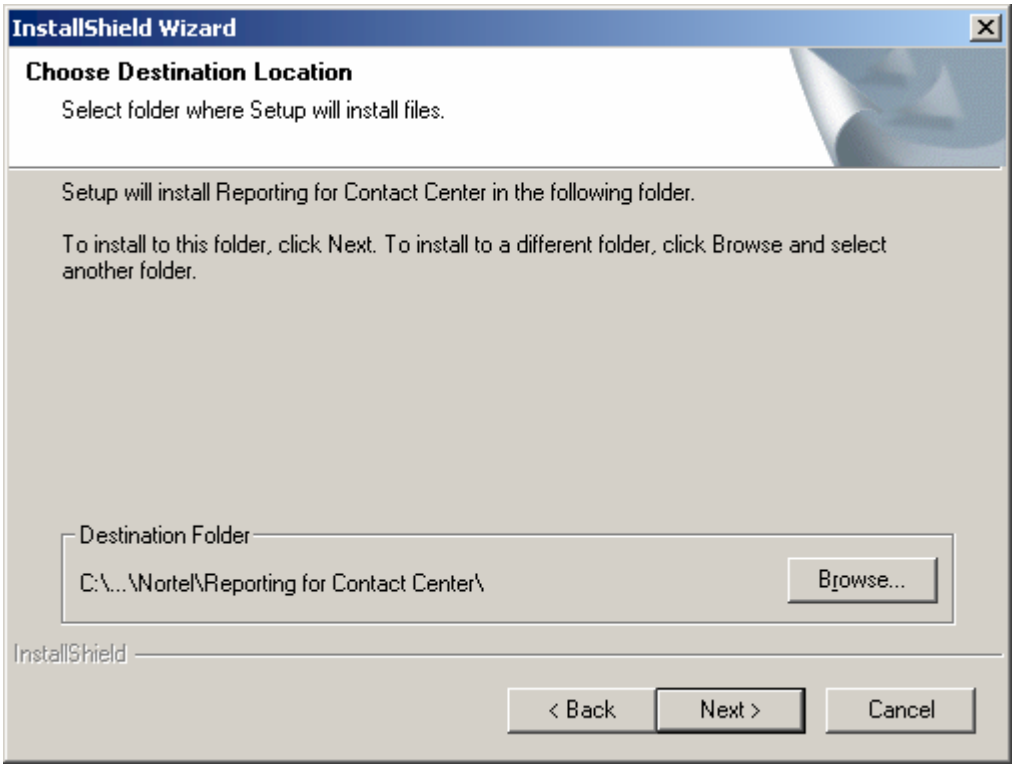
InstallShield Wizard
Choose Destination Location
Select folder where Setup will install files.
Setup will install Reporting for Contact Center in the following folder.
To install to this folder, click Next. To install to a different folder, click Browse and select another folder.
Destination Folder
C:\...\Nortel\Reporting for Contact Center\
Browse...
InstallShield
< Back
Next >
Cancel

Figure 8: Choose Destination Location

To proceed with the installation, click **Next**. To cancel the installation, click **Cancel**. To return to the Customer Information dialog box, click **Back**.

11. If you clicked **Next** in the Choose Destination Location dialog box, the **Setup Status** dialog box appears. See Figure 9: Setup Status Dialog Box. To cancel the installation, click **Cancel**. To proceed with the installation, wait for the installation to complete.

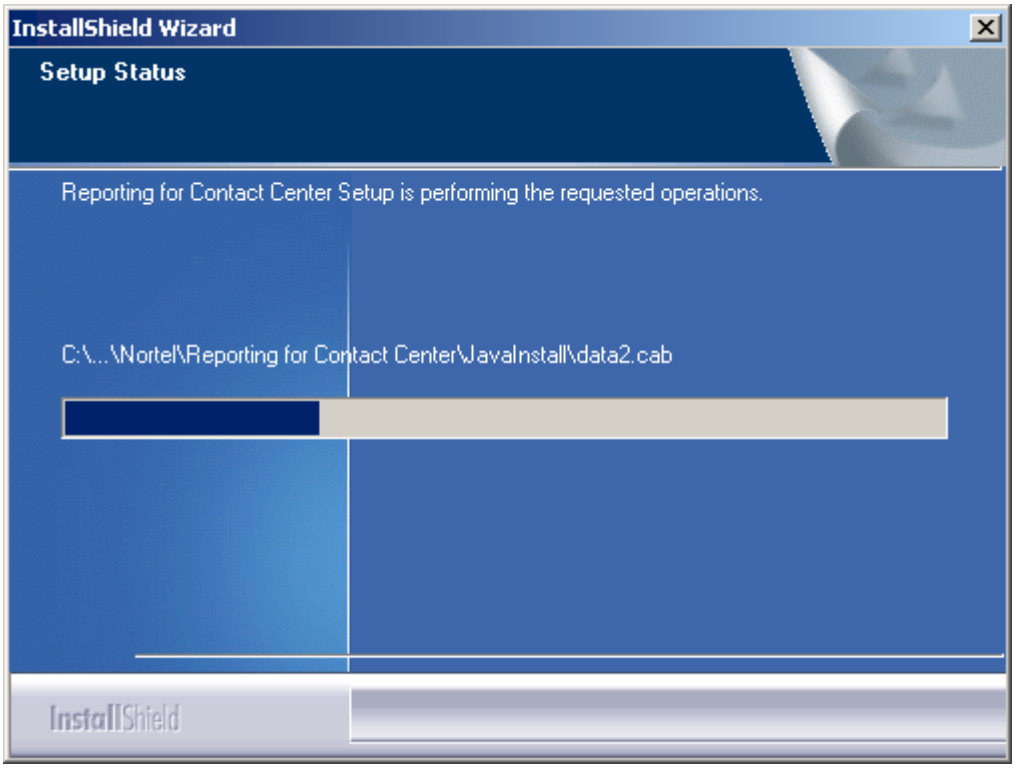

Figure 9: Setup Status Dialog Box

12. During installation, the message shown in Figure 10: ODBC Driver Installation Dialog appears. Wait for the installation to complete.

Figure 10: ODBC Driver Installation Dialog

13. If MySQL 3 is installed on the Web Host PC, the MySQL Port Setter dialog box is displayed the first time the user installs Reporting for Contact Center using the MySQL 4.1 Server, see Figure 11: MySQL 3 Port Setter Dialog. The port number to be used by MySQL 4 can be entered, or selected from the drop down list box, or left at the default port number of 3309.

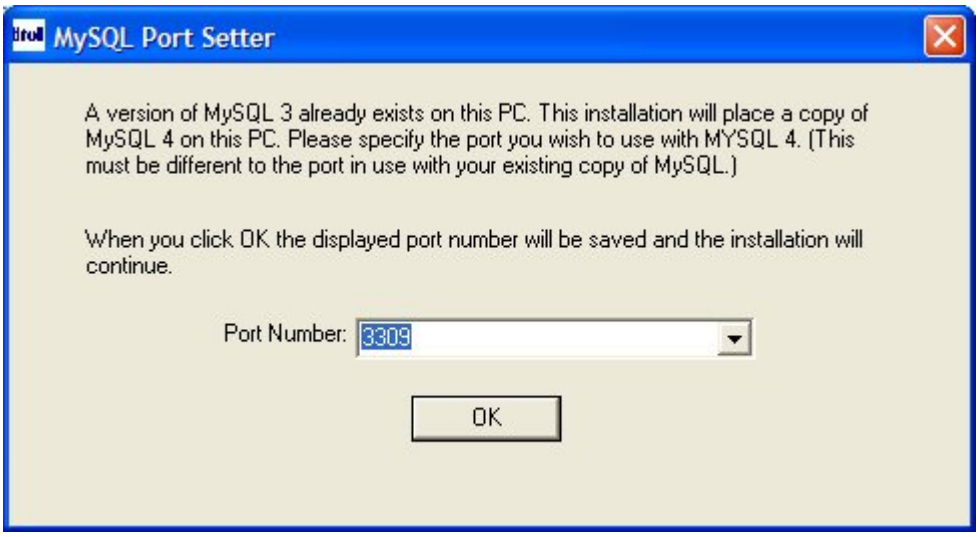
MySQL Port Setter
A version of MySQL 3 already exists on this PC. This installation will place a copy of MySQL 4 on this PC. Please specify the port you wish to use with MYSQL 4. (This must be different to the port in use with your existing copy of MySQL.)
When you click OK the displayed port number will be saved and the installation will continue.
Port Number:
3309
OK

Figure 11: MySQL 3 Port Setter Dialog

On first installation of Reporting for Contact Center on a Web Host PC with MySQL 4 already installed, the MySQL Port Setter dialog box appears, as shown in Figure 12: MySQL 4 Port Setter Dialog. Select the port number to be used by the MySQL 4.1 Server from the drop down list box, or enter a new port number, otherwise the port number is set to the defaulted value of 3309.

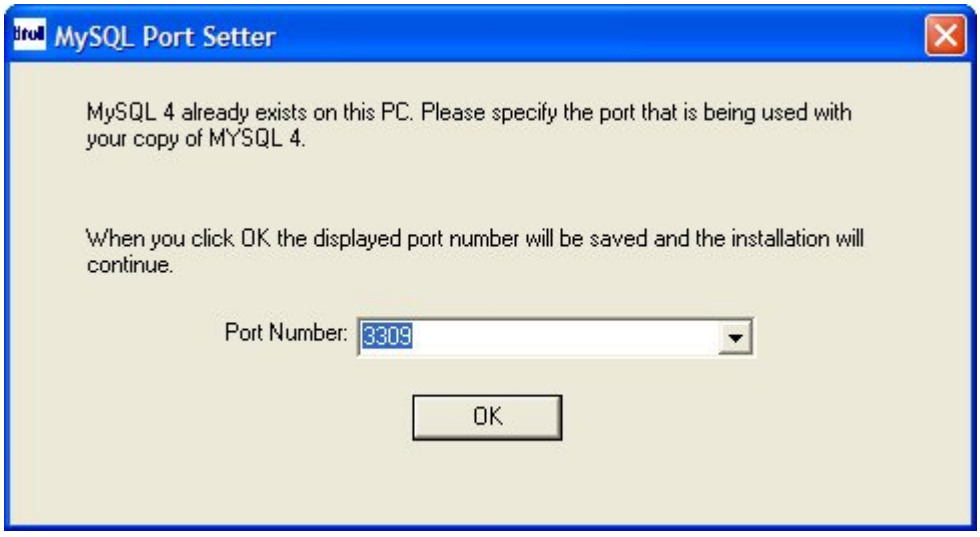
MySQL Port Setter
MySQL 4 already exists on this PC. Please specify the port that is being used with your copy of MYSQL 4.
When you click OK the displayed port number will be saved and the installation will continue.
Port Number:
3309
OK

Figure 12: MySQL 4 Port Setter Dialog

14. Click **OK** to set the port number for MySQL 4.

15. The message shown in Figure 13: Database Installation Dialog Box appears. Wait for the installation to complete.

Figure 13: Database Installation Dialog Box

16. This message informs you that the installation has proceeded to MySQL database installation. (The MySQL database is not installed into the same folders as Nortel Reporting for Contact Center; it is installed in \Program Files\MySQL\MySQl Server 4.1\data\mysql on the target hard drive.) Wait for the installation to complete.

17. The message shown in Figure 14: Java Installation Dialog Box appears.

Figure 14: Java Installation Dialog Box

This message informs you that the installation has proceeded to Java Runtime installation.

Note: The Java Runtime is not installed into the same folders as Nortel Reporting for Contact Center; it is installed into \Program Files\Java on the target hard drive.

18. When installation is complete, the Installation Complete dialog box appears. See Figure 15: Installation Complete Dialog Box.

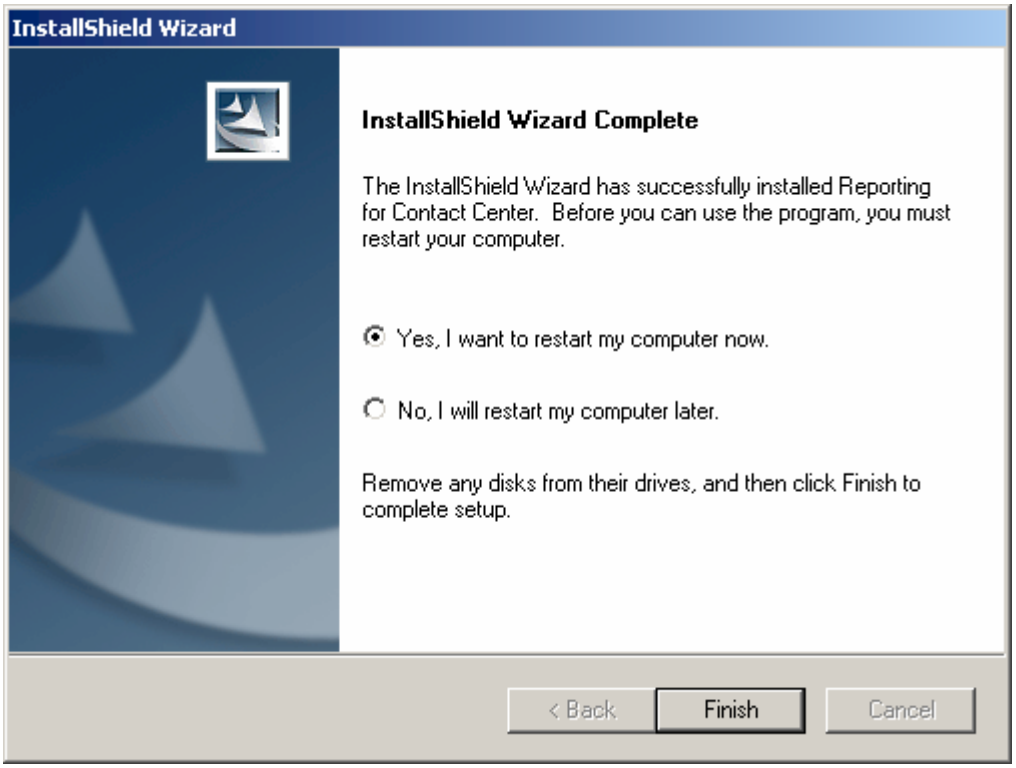
InstallShield Wizard
InstallShield Wizard Complete
The InstallShield Wizard has successfully installed Reporting for Contact Center. Before you can use the program, you must restart your computer.
Yes, I want to restart my computer now.
No, I will restart my computer later.
Remove any disks from their drives, and then click Finish to complete setup.
< Back
Finish
Cancel

Figure 15: Installation Complete Dialog Box

19. Before Nortel Reporting for Contact Center can operate correctly, you must restart your Web Host PC.

    To have the installation restart your PC, click **Yes, I want to restart my computer now**, and then click **Finish**.

    To complete the installation without restarting your PC, click **No, I will restart my computer later**, then click **Finish**.

When your PC has restarted, you can start using Nortel Reporting for Contact Center application.

Configuration 4

Quick Steps to Configure Nortel Reporting for Contact Center

Before You Begin

Ensure that the Contact Center is configured and operational, and that you have enabled the Reporting for Contact Center Reporting Software Keycode. For Software Keycode information, refer to the *Keycode Installation Guide* (NN40010-301).

Configuring Nortel Reporting for Contact Center

Follow this procedure to configure Nortel Reporting for Contact Center.

1. Using Internet Explorer, go to the URL of the Nortel Reporting for Contact Center Web pages Login page.

   The URL is http://*NameOfWebHostPC*/RCC/
   Replace *NameOfWebHostPC* with the network name or IP Address of the Web Host PC.

   Note: If you are currently using the browser on the Web Host PC, you can replace *NameOfWebHostPC* with localhost.

   When you reach the correct location, the Login page appears. See Figure 16: Login page.

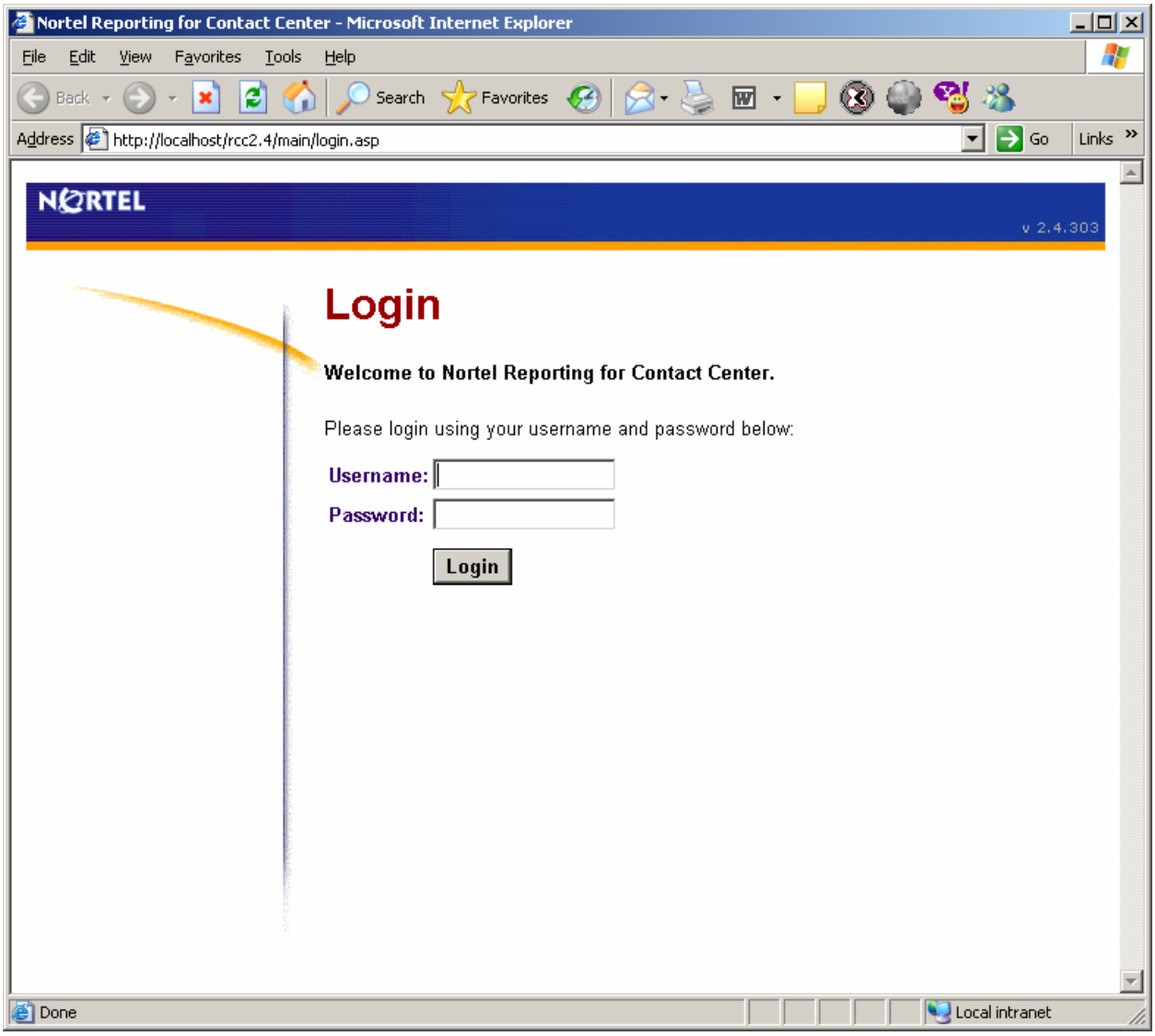

Figure 16: Login page

2. Enter the username **admin,** the password **0000,** and click **Login**. The Change Password page appears. See Figure 17: Change Password page.

Note: A System Administrator is already set up for you with a default password. You must change this password the first time you log in.

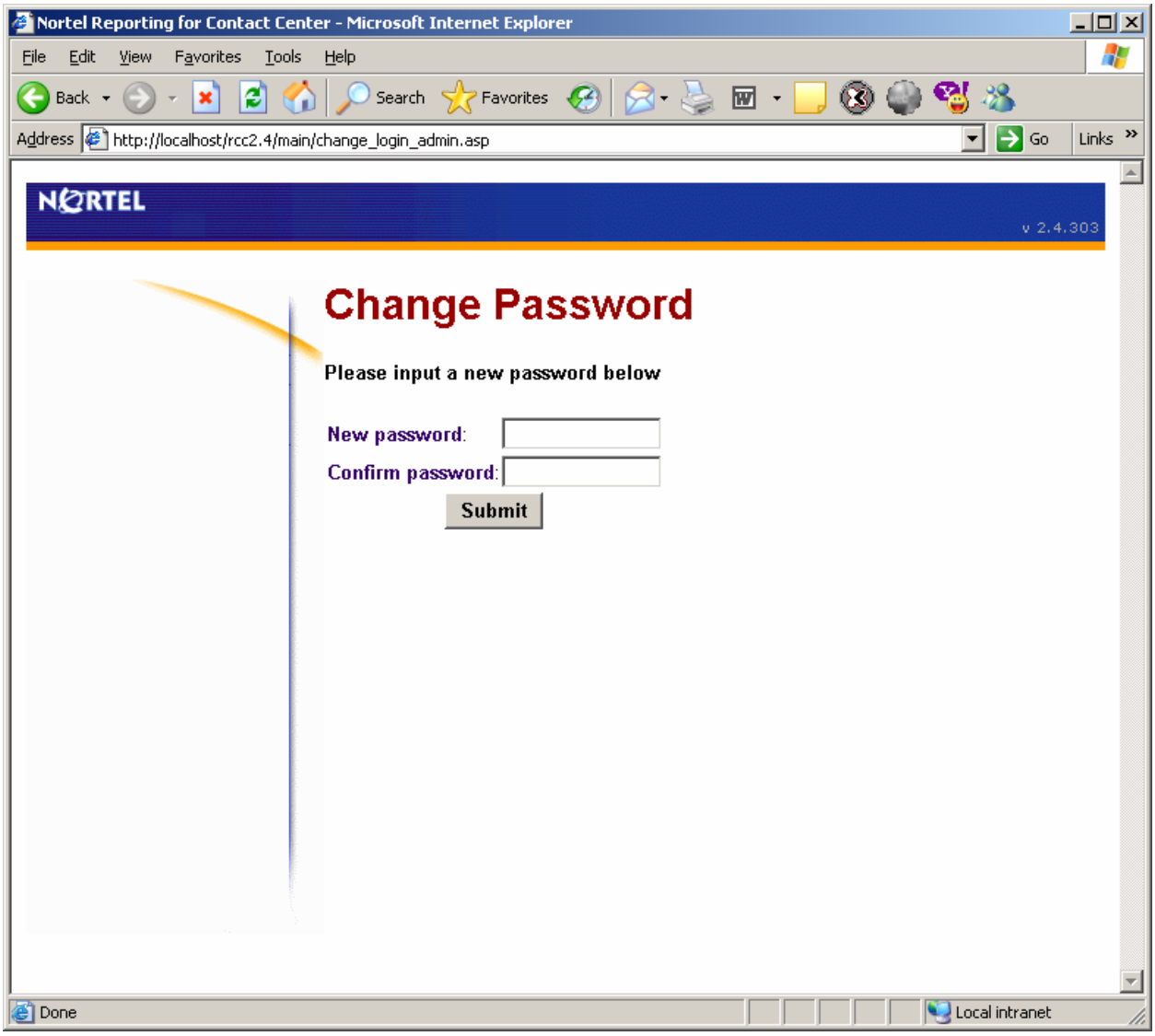

Figure 17: Change Password page

3. Ask the Customer what they would like the new password to be.

   The password can be from 1 to 4 digits and can be anything other than 0000. Enter the new password in the **New Password** field, and then re-enter the same password in the **Confirm password** field.

   If there are any differences between the two entries, you are informed that the password and confirmation do not match, and you must re-enter the password in both fields.

   When you have successfully entered the new password in both fields, the Administration Menu page appears. See Figure 18: Administration Menu page.

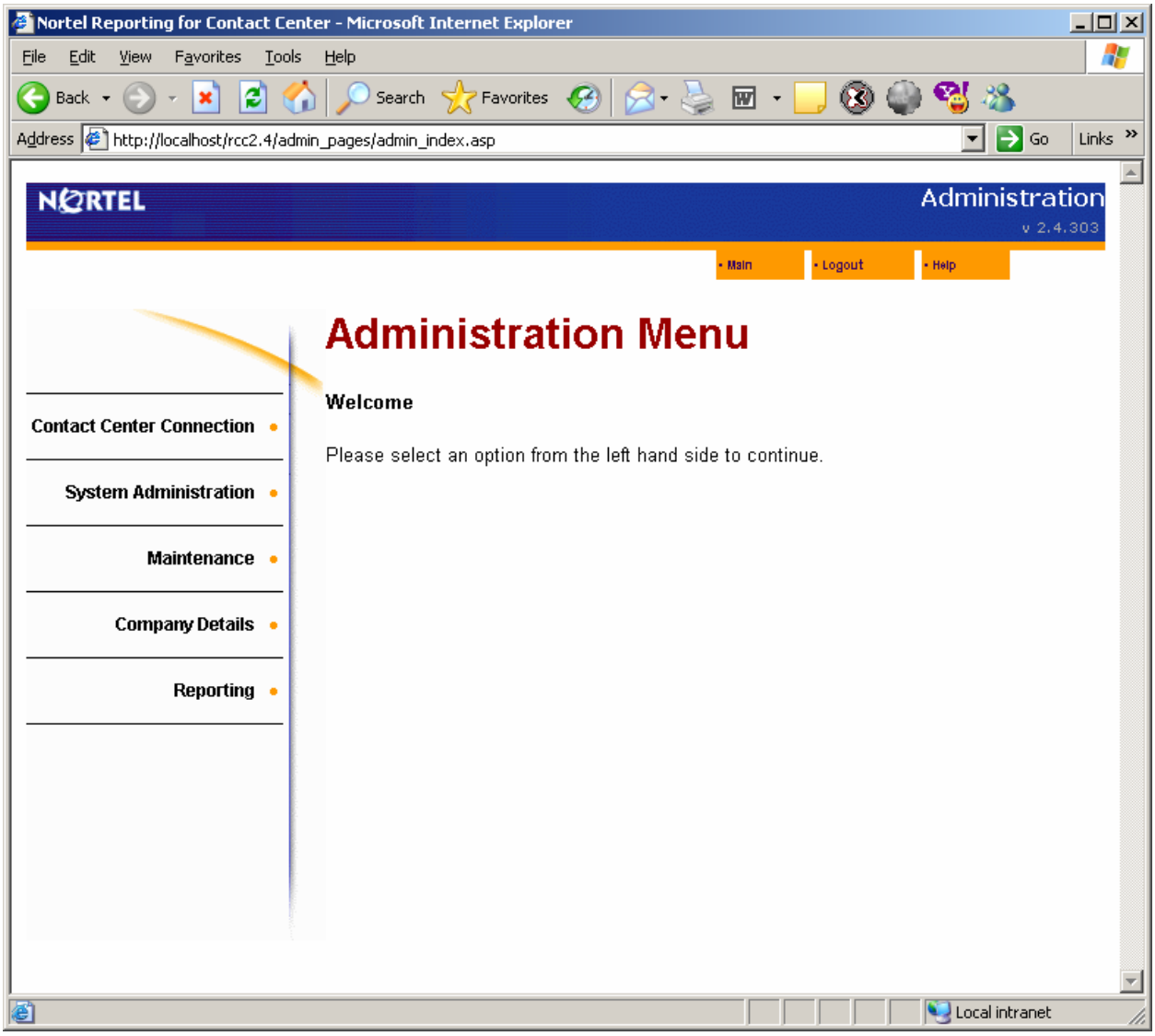

Figure 18: Administration Menu page

The options that are available to an Administrator are listed in the navigation pane on the left side of the page.

4. The **Contact Center Connection** option allows you to specify the network identifier (IP Address or Network Name) of the Contact Center platform.

   Click **Contact Center Connection**. The Contact Center Connection Web page appears. See Figure 19: Contact Center Connection page.

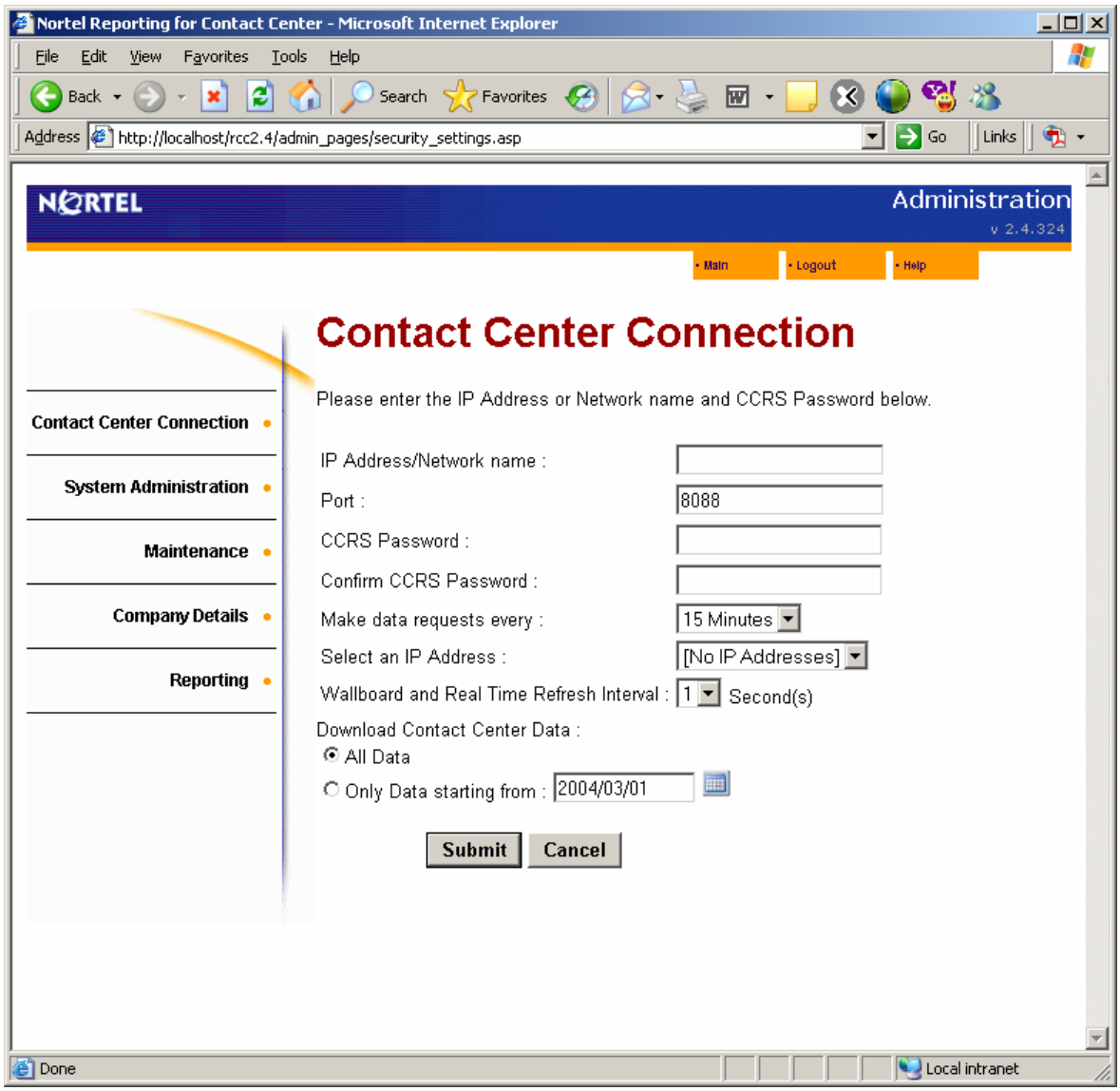

Figure 19: Contact Center Connection page

5. In the **IP Address/Network name** field, enter the IP Address or the Network Name of the Contact Center. If you do not know what information to enter here, consult the Local Area Network Administrator for the site.

Note: For BCM (Business Communications Manager) 4.0 systems this will be the network IP address of the BCM. For BCM50 2.0 systems this will be the network IP address of the PC running the CCRS, not the BCM IP address.

6. The **Port** field will be defaulted to the correct port number of 8088 to connect to the Business Communication Manager.

   If the Contact Center is a BCM50 2.0 system the User must enter the port number as configured in the CCRS, by default this is 8088 but may have been changed during setup.

CCRS is installed separately from BCM50 2.0 and the CCRS configuration tool launches as part of the CCRS installation where the User can change the port settings. The configuration tool can also be launched separately by clicking on the **Start** menu then **All Programs** > **Nortel > Contact Center Reporting Server Config**.

Note: If the User finds the **Port** field to be blank after upgrading from Nortel Networks Reporting for Call Center 2.1, or 2.2, the User must enter in the port number 8088 to re-establish a connection to the Application Server in the Contact Center.

7. When Nortel Reporting for Contact Center retrieves Real Time or Historical Report data from the Contact Center, the data request includes a password. This allows the Contact Center to verify that the application requesting the data is authorized to receive it.

   This password is set in the Contact Center using CallPilot Manager.

Note: The default CCRS password is CCRS, but this might have been changed within CallPilot Manager.

8. In the **CCRS Password** field, enter CCRS and then re-enter it in the **Confirm CCRS Password** field.

9. The **Make data requests every** list allows you to specify how frequently the Web Host PC obtains reporting data from the Contact Center.

   Set **Make data requests every** to **15 minutes**.

10. Use the **Select an IP Address** list to configure how Nortel Reporting for Contact Center broadcasts data to your wallboards. If the Web Host PC has multiple Network Interface Cards (NICs), select which network card is connected to the network with your wallboards attached to. Consult your Network administrator to determine which IP address to use. If the Web Host PC has only one NIC, only one IP address appears in the list. If this is the case, select the only option.

11. Use the **Wallboard and Realtime Refresh Interval** setting to specify the rate at which your data refreshes on these devices. The default is **1 second**, and the default is the recommended setting. Note: All data within Reporting for Contact Center is calculated to a 1-second resolution. This setting refers only to how quickly your live data devices refresh.

12. On first installation of Nortel Reporting for Contact Center the **Download Contact Center Data** options are given. The User can select whether to download all data from the Contact Center by selecting **All Data**, or the User can select **Only Data starting from** and click on the calendar icon to the right to select a start date from when data should be downloaded from the Contact Center.

13. Click **Submit**.

A download status window that displays the current status of the data exchange between the Contact Center and the Reporting for Contact Center client appears. See Figure 20: Download Status Window. Wait until the update completes before attempting to view any Reports or Real Time screens.

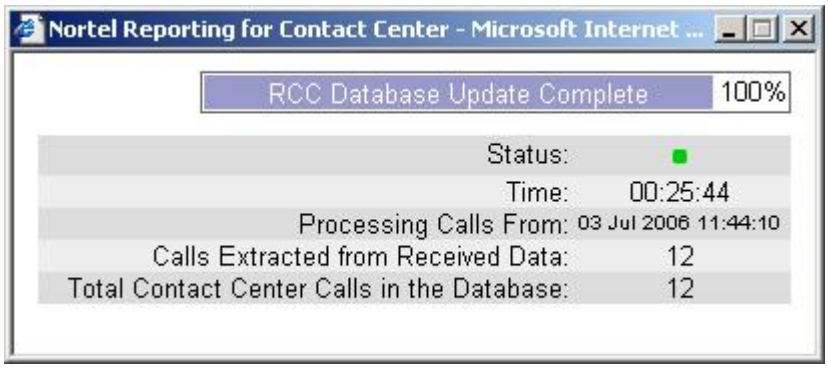

Figure 20: Download Status Window

Verification 5

Accessing the Real Time Screens

Once Nortel Reporting for Contact Center has been installed and configured this section describes how to verify that Nortel Reporting for Contact Center is communicating correctly with the Contact Center.

Reporting Option

Follow this procedure to use the **Reporting** option.

1. On the Administration Menu page shown in Figure 21: Administration Menu page, click **Reporting**.

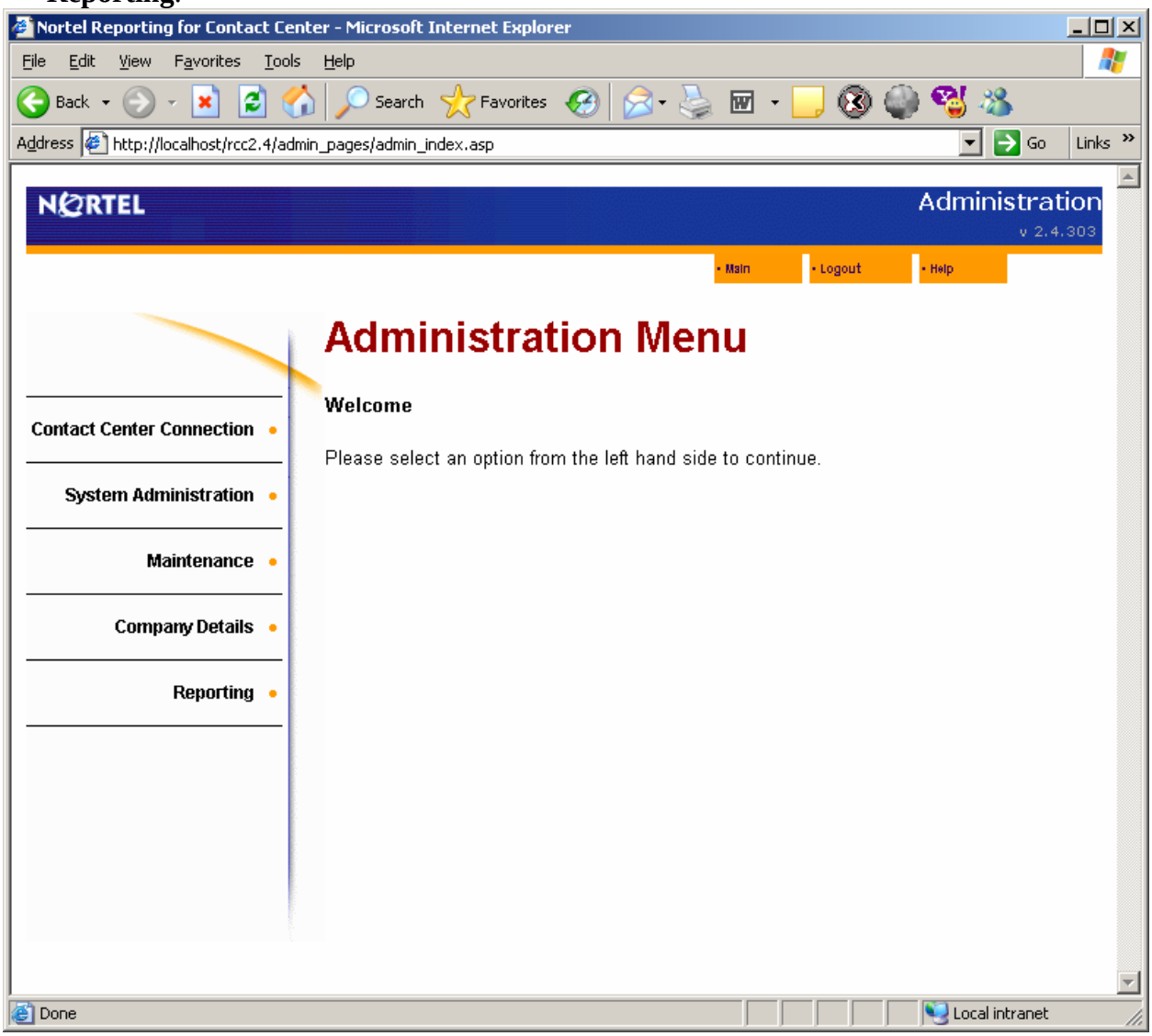

Figure 21: Administration Menu page

The Main Menu page normally seen by regular (non-Administrative) Users when they log in to Nortel Reporting for Contact Center appears. See Figure 22: User Main Menu.

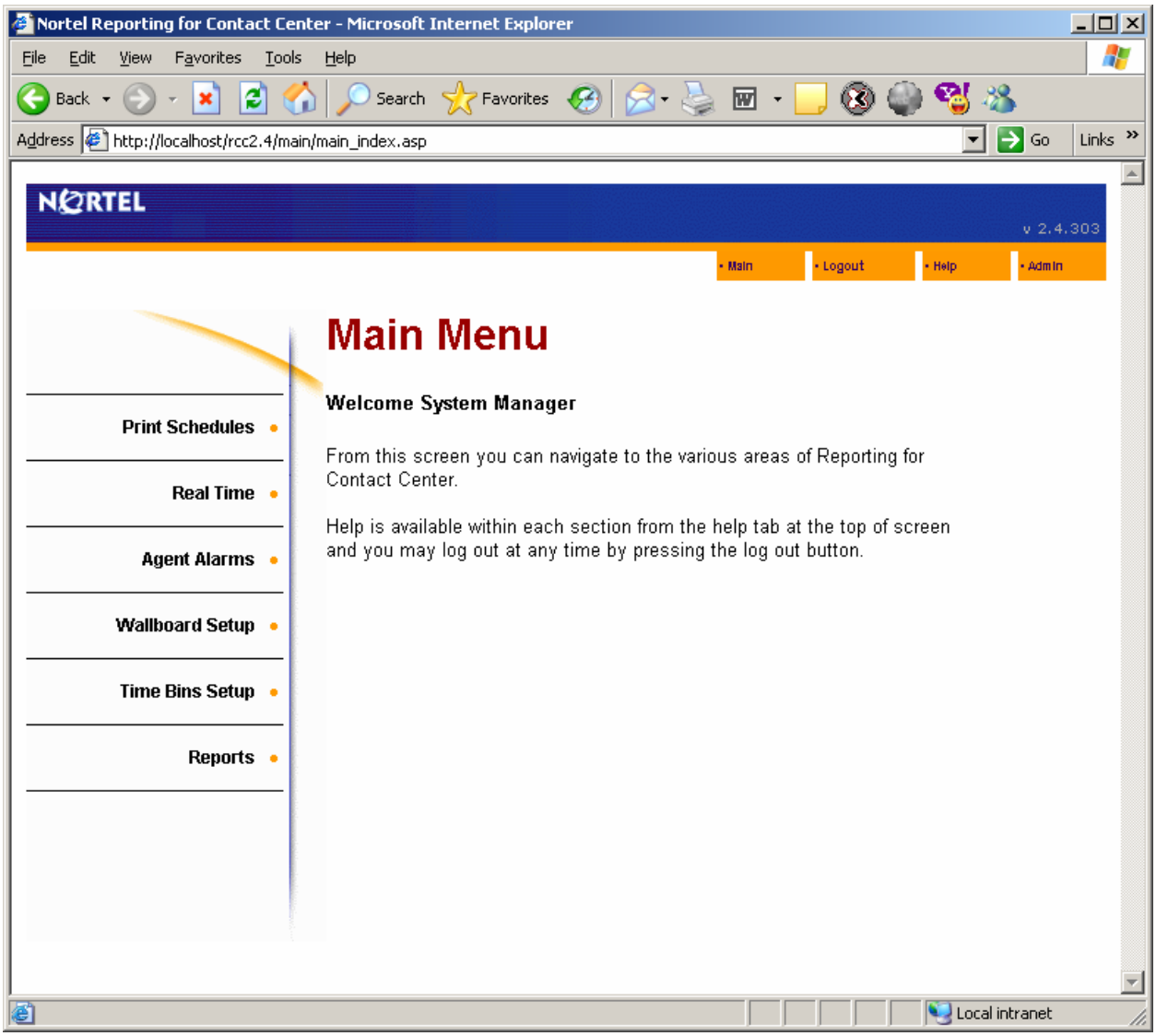
Nortel Reporting for Contact Center - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address http://localhost/rcc2.4/main/main_index.asp
Go Links
NORTEL
v 2.4.303
Main Logout Help Admin
Main Menu
Welcome System Manager
From this screen you can navigate to the various areas of Reporting for Contact Center.
Help is available within each section from the help tab at the top of screen and you may log out at any time by pressing the log out button.
Print Schedules
Real Time
Agent Alarms
Wallboard Setup
Time Bins Setup
Reports
Local intranet

Figure 22: User Main Menu

2. Click **Real Time** option. The Real Time Menu page appears. See Figure 23: Real Time Menu page.

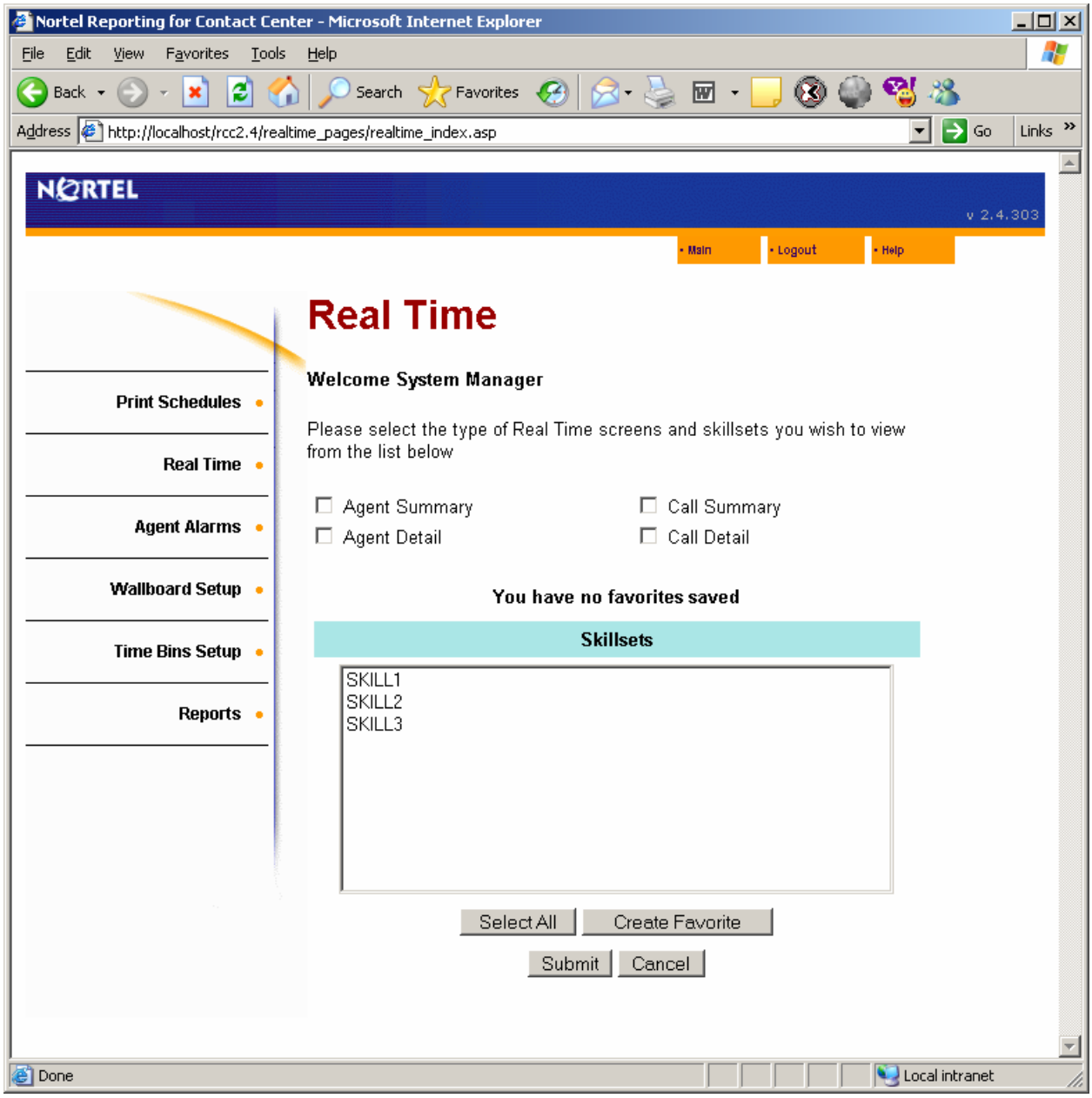

Figure 23: Real Time Menu page

3. Select **Call Summary** click **Select All**, and then click **Submit**.

   The **Call Summary Real Time** page appears. See Figure 24: Real Time Call Summary page.

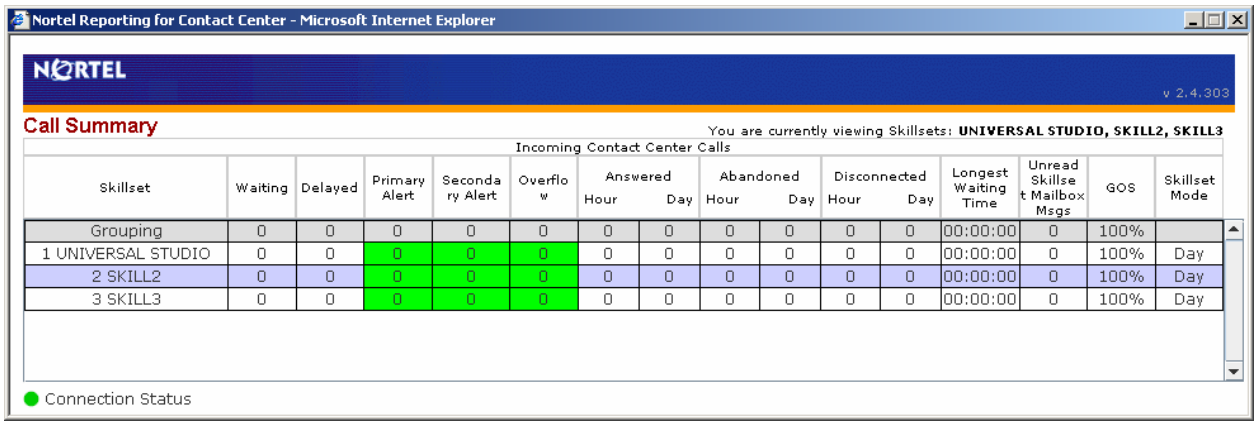
Nortel Reporting for Contact Center - Microsoft Internet Explorer
NORTEL
v 2.4.303
Call Summary
You are currently viewing Skillsets: UNIVERSAL STUDIO, SKILL2, SKILL3
Incoming Contact Center Calls
Skillset
Waiting
Delayed
Primary Alert
Secondary Alert
Overflow
Answered Hour
Answered Day
Abandoned Hour
Abandoned Day
Disconnected Hour
Disconnected Day
Longest Waiting Time
Unread Skillset Mailbox Msgs
GOS
Skillset Mode
Grouping 0 0 0 0 0 0 0 0 0 0 0 00:00:00 0 100%
1 UNIVERSAL STUDIO 0 0 0 0 0 0 0 0 0 0 0 00:00:00 0 100% Day
2 SKILL2 0 0 0 0 0 0 0 0 0 0 0 00:00:00 0 100% Day
3 SKILL3 0 0 0 0 0 0 0 0 0 0 0 00:00:00 0 100% Day
Connection Status

Figure 24: Real Time Call Summary page

Note: The list of Skillset names on your Real Time screens reflects **your** Contact Center configuration. The names displayed on your system will be different, and you may see more or fewer names than in the example. The numerical figures will be different, and some of the green cells may be appear as yellow or red because these figures reflect the real state of your actual Contact Center.

4. Observe the green indicator beside the **Connection Status** text at the bottom left of the page.

   If this indicator is red, then the Nortel Reporting for Contact Center and the Contact Center are not communicating.

   If you do not see a green indicator, follow these steps:

   a) Ensure you correctly entered the IP Address or Network Name in the **IP Address/Network Name** field on the Contact Center Connection page, as described on page 33. For BCM 4.0 this will be the IP Address of the Business Communications Manager. For BCM50 R2 this will be the IP Address of the PC with CCRS installed.

   b) Ensure you correctly entered the CCRS password in the **CCRS Password** and **Confirm CCRS Password** fields on the Contact Center Connection page, as described on page 33.

   c) Ensure you configured the Contact Center through CallPilot Manager to have the same CCRS password as the password you are entering in the Contact Center Connection page.

5. When you verified these items, log out of Nortel Reporting for Contact Center, log in again, and then repeat the steps in this chapter.

Note: Remember to log in with the new password you entered in the Change Password page shown in Figure 17: Change Password page, not the default of 0000.

References 6

1 *Reporting For Contact Center Setup and Operations Guide* (NN40040-302), Document Version 05.02, October 2006
2 *Keycode Installation Guide* (NN40010-301), Document Version 02.01, September 2006

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